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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  		Application Number		10/002,772			
		Filing Date		November 2, 2001			
		First Named Inventor		Toshio UENO			
		Group Art Unit					
		Examiner Name					
Sheet		of	2	Attorney Docket Number		01706/LH	

**U.S. PATENT DOCUMENTS**

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

**FOREIGN PATENT DOCUMENTS**

Exam Inits <sup>1</sup>	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
J2	✓	JP	2000-115393  *English language Abstract Only	A	CANON INC.	04-21-2000		*

Examiner Signature	<i>James Zunte</i>	Date Considered	8/10/04
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<sup>1</sup> EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>2</sup> Unique citation designation number. <sup>3</sup> See kinds of U.S. Patent Documents. <sup>4</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>5</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>6</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>7</sup> Place a check here if English translation is attached.

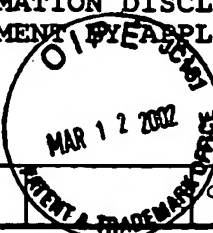
DATE MAILED: **March 6, 2002**

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PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	10002,772
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> 		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	of	Attorney Docket Number	01706/LH
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials <sup>1</sup>	Cite No. <sup>1</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>2</sup>
jt	-	U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature		<i>Janey Zunt</i>	Date Considered
			8/10/04

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<sup>1</sup> Unique citation designation number. <sup>2</sup> Place a check here if English translation is attached.

DATE MAILED: March 6, 2002



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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,772		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit				
				Examiner Name				
Sheet	1	of	2	Attorney Docket Number		01706/LH		
U.S. PATENT DOCUMENTS								
FOREIGN PATENT DOCUMENTS								
Exam Initials	Cite No.	Offc	Document Number <sup>1</sup>	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T
J2 ↓ ✓		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
		JP	2001-160103	A	KONICA CORP.	06-12-2001		*
			*English language Abstract only					
Examiner Signature		James Zinke			Date Considered		8/10/04	

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<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>Substitute for Form 1449A/PTO</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,772
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01706/LH
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>					
Examiner Initials	Citation No.	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T <sup>2</sup>
Jt ↓		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO			
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO			
		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO			
Signature		Larry Junte		Date Considered	8/10/02

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

OCT 15 2003

Application Number

10/002,772

Filing Date

November 2, 2001

First Named Inventor

T. UENO

Group Art Unit

2152

Examiner Name

Not Yet Assigned

Attorney Docket Number

01706/LH

of 1

**U.S. PATENT DOCUMENTS**

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
JB	A	5,459,552	A	OHIRA	10-17-1995	

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OCT 22 2003  
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**FOREIGN PATENT DOCUMENTS**

Exam Inits <sup>1</sup>	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
jt	B	EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
	C	DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
	D	EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		

Examiner Signature

*Jane Smith*

Date Considered

8/11/03

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

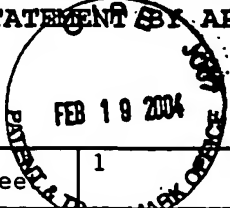
DATE MAILED: October 15, 2003

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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  		Application Number	10/002,772
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2152
		Examiner Name	
Sheet 1 of 1	Attorney Docket Number	01706/LH	

**U.S. PATENT DOCUMENTS**

Exam. Inits <sup>1</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: auto;"> <b>RECEIVED</b>            FEB 25 2004            Technology Center 2100         </div>						

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Exam Inits <sup>1</sup>	Cite No <sup>1</sup>	Ofc	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
jt		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

Examiner Signature	<i>Jany Lantz</i>	Date Considered	8/10/07
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT

JUL 13 2004

Application Number

10/002,772

Filing Date

November 2, 2001

First Named Inventor

Toshio Ueno

Group Art Unit

3625

Examiner Name

ZURITA, JAMES H.

of

1

Attorney Docket Number

01706/LH

### U.S. PATENT DOCUMENTS

Exam. Inits <sup>1</sup>	Cite No <sup>2</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
J2 ↓	A	5,365,310	A	JENKINS et al.	11-15-1994	
	B	5,819,110	A	MOTOYAMA	10-06-1998	

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Exam Inits <sup>1</sup>	Cite No <sup>2</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

\*English Language  
Abstract only

Examiner  
Signature

*James Zurita*

Date  
Considered

8/10/04

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